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Pilot Testing   **Test Main**   **Test Phases Main**

Purpose:

The purpose of pilot testing is to verify the system works in the actual user environment (or a representative set of locations). The emphasis is on verifying business processes, interfaces, connectivity, co-residency with other applications, and performance on the actual user hardware.

Pilot or field testing (as it is sometimes called) is an optional phase, but recommended whenever significant changes have been made or when a new system is deployed.

Assumptions/Pre-Conditions:

The test organization should have completed system and/or acceptance testing successfully and all high priority errors should have been addressed. An updated version of the code should have been delivered to the Configuration Manager.

Expectations:

- The primary emphasis is verification the system works in the actual user environment under real "live" business conditions.

- Pilot testing is NOT the same as a proof-of-concept. A proof-of-concept or prototype may be tested in the user environment as an early part of the development phase, but a pilot test should be performed with the final product.

- Pilot testing is often discussed in legislation, the RFP/ITP and/or contract. The procedures in those documents take precedence over the guidance presented here. Pilot may also be a public or media event and thus may call for additional rigor, coordination and structure.

- Pilot testing may occur before, after or as part of Acceptance testing, depending on the RFP/ITP/contract and the level of risk involved in the implementation.
    - If Pilot occurs after Acceptance Testing, "acceptance" typically acknowledges fulfillment of application requirements, but not complete system acceptance. Contractor payment and "full" acceptance should be contingent on a successful pilot AND implementation (i.e., if it doesn't work in the user's environment, the Contractor should still be responsible for working with the user technical staff to correct the problems.)

- Usually the existing or legacy system would be operating in parallel during the pilot as a contingency in the event of a problem.

Responsibilities:

- Creation of Tests - Users usually perform normal daily activities

- Execution of Tests - Users

- Approval of Test Results/Exit Decision - Test Manager, QA Manager, Configuration Manager, State Project Manager, Sponsor, User

- For a complete list of roles and responsibilities, refer to the **Responsibility Assignment Matrix (RAM)** (MS Word)

Environment:

User Environment

Type of Data:

"Live" data or real data which was already processed on the existing or legacy system

Exit Decisions:

- Refer to the **general test exit/acceptance criteria**.

- **Go/No-Go Decision**: Is the system ready for production?
    - Were there significant errors or problems found?

    - Did the business processes work as expected? Do they need to be adjusted?

    - Were there any problems with the interfaces or co-resident applications?

    - Did the system cause any problems for other interfaces or applications at the user environment (performance, data, etc.)?

    - Were there any system performance problems at this location?

    - Should the existing/legacy system be converted or shutdown?

References:

- IEEE Standard **829-1998**, Standard for Software Test Documentation (link to pdf)

- IEEE Standard **1012-1998**, Standard for Software Verification and Validation, Table 1, Section 5.4.5 within table (the tables appear prior to the annex) (link to pdf)

- Archived IEEE Standard **1059-1993**, Guide for Software Verification and Validation Plans, Sections 4.2.4 and 5.5.6 (link to pdf)

Samples:

- None

System Development Contractor Oversight

Responsibility Assignment Matrix

Milestone #6 – System Qualification Test Completed/Approved

Column 1 lists the expectations for the phase. The remaining columns indicate the expected reviewers (for the Deliverables and Interim Work Products section), or the participants (for the Activities/Decisions and Reviews/Meetings section).

Legend:

       P – Primary Responsibility

       S – Support Discussions/Activity, as needed

       R – Reviewer

       A - Approver

       I – For Information Only

MILESTONE EXPECTATIONS	PROJECT OFFICE MGMT	PROJECT OFFICE CONTRACT MANAGER	PROJECT OFFICE SYSTEMS ENGRING	PROJECT OFFICE QUALITY ASSURANCE	PROJECT OFFICE IMPLMNTN	PROJECT OFFICE BUSINESS/ INDUSTRY CONSULTANTS	PROJECT OFFICE LEGAL SUPPORT	STAKEHOLDERS/ USER REPS	INDEPENDENT VERIFICATION AND VALIDATION	PRIME CONTRACTOR
Deliverables[1]										
Field Test Materials (procedures, scripts, cases, data, etc.)	A		R	R	R	R			R	P
Field Test Report	A		R	R	R	R		I	R	P

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[1] Final versions of deliverables required for exit of this phase.

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Listing of Trouble Tickets/Problem Reports and Action Plans	I		R	R	R	R			R	P
Updated Workplan	A		R	R	R	R			R	P
Updated Implementation Workplan	A		R	R	R	R			R	P
Updated Data Conversion Workplan	A		R	R	R	R			R	P
Updated Capacity/ Performance Model	A	I	R	R	R	R			R	P
Interim Work Products[2]										
Updated Code/Unit Test Materials (if applicable)	A		R	R	R	R			R	P
Updated Design Documentation (if applicable)	A		R	R	R	R			R	P

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[2] Deliverables which may be in draft form at exit of this phase or which will be expanded in a future phase based on further information (e.g.: preliminary plan vs. final plan).

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Activities/Decisions										
Verify assumptions for the phase are still valid.	A	I	S	S	S	S	S	S	R	P
Validate the Capacity/ Performance Model assumptions and calculations.	A		R	R	I	R		I	R	P
Re-validate Deliverable Expectation Documents prior to vendor beginning work on each deliverable.	A	P	P	R	R	R		R	R	R
Verify the manual processes in the user environment.	A		R	R	R			S	R	P
Verify the external interfaces in a user environment.	A		R	R	R			S	R	P

System Development Contractor Oversight

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Verify co-existence of application with other applications/-tools on the users' workstation/-network.	A		R	R	R			S	R	P
Oversee change control process to address problems and fixes identified as a result of testing.	P		R	R					R	P
Perform capacity and performance tests based on updated user transaction profile.	A		S	R	R	R		R	R	P
Reviews/Audits										
Deliverable Review Meetings (see participants for each deliverable listed above)	P						S		R	P

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QA/CM Audit	A	I	S	S	I				R	P
Phase Closeout Meeting	A	S	S	S	S	S	S	I	R	P